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# Example of Support Supervisor Job Description

Our innovative and growing company is searching for experienced candidates for the position of support supervisor. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for support supervisor

* Enforce Operations Support standards and expectations
* Enforce plant conduct and compliance culture in the Operations Support Department
* Plans work schedules and sequence of operations for technicians
* Explain work requirements, methods, and procedures to technicians
* Instruct technicians in new procedures and provides advice when problems arise
* Ensure plant equipment used by Operations Support personnel is started, operated, and shutdown IAW approved project SOPs
* Support other Supervisors and SME with their assigned duties for their teams
* Focus on customer retention and resolving billing issues
* Assist with training and team meetings
* Work with other escalation teams, LOBs and SMES to resolve customer issues, requests or complaints

## Qualifications for support supervisor

* Demonstrated ability to work independently & meet deadlines with moderate supervision
* Past experiences must have demonstrated leadership ability, good interpersonal skills, and the ability to apply sound principles of management and supervision
* Bachelor’s degree in business or related field and three to five years related experience
* Updates schedules and milestones to SAP
* Prepares documentation for final installation
* Registers handovers to customer and maintenance